

| Phrase                   | Definition  |
|--------------------------|---|
| 0                        | This acronym is found on the Carrier to Carrier performance standards and reports. 0.00 should be used when there is a valid denominator for a metric. It should never be shown as the denominator. If the denominator is 0.00, the metric should be reported as NA.  |
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| 2 Wire Digital Loop      | 2 wire unbundled digital loop that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop with less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Bell Atlantic's central office where the end user is served. The 2-wire digital – ISDN BRI loop currently offered by Bell Atlantic is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). |
| 2 Wire Digital Services  | For Retail and Resale, ISDN BRI service. For UNE, 2 wire digital loops and ISDN BRI switch ports.   |
| 2 Wire xDSL Services     | For Retail and Resale, ADSL service. For UNE, 2 wire xDSL loops. UNE 2 Wire xDSL Services do not include line sharing arrangements where CLEC xDSL service is installed on a BA retail customer's line or on an existing CLEC loop.   |
| ANS                      | Answer or Speed of Answer   |
| ASR                      | Access Service requests are submitted by CLEC for certain products such as DS1 and DS3.   |
| AWT                      | Average Work Time   |
| BA Administrative Orders | Orders completed by BA for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for BA official lines. [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]. In certain instances Verizon issues a large number of orders to correct items on accounts such as zip code changes, these types of orders are exclusions.   |
| BA Affiliate             | "BA Affiliate" means a person that (directly or indirectly) controls, is controlled by, or is under common control with, BA, and that orders Resale Services, UNE or Interconnection Trunks from BA.  |
| Basic Front-End Edits    | Front-end edits performed by EDI/Web GUI prior to order submission. Basic Edits performed against EDI/Web GUI provided source data include: State Code must equal DE, DC, MD, NJ, PA, VA, WV; CLEC Id cannot be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via BA Change Control procedures.  |
| Business Day             | Business Days are: Monday Tuesday, Wednesday, Thursday and Friday Weekends: Saturday and Sunday NJ Holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Christmas Day Business Days for LSRs/ASRs Received are: Dispatchable after 5PM Day 0 = NBDA Non-Disp: Per SSID cutoff 5PM = NBDA cutoff 12PM = NBDA UNE Hot Cut after 5PM = NBDA Additional qualification may be found within a specific measure  |
| CLEC Trunks              | As used in Metrics PR-4, PR-5, PR-6, PR-8, MR-2, MR-4 and MR-5, "CLEC Trunks" includes: (1) CLEC to BA Trunks provided by BA to CLECs; and, (2) BA network facilities connecting BA to CLEC Trunks to the BA network.   |
| Collocation Milestones   | BA and the CLEC shall work cooperatively to jointly plan the implementation milestones. An implementation schedule will be developed outlining milestones. BA and the CLEC shall work cooperatively in meeting milestones as determined during the joint planning process. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day). Physical, SCOPE, CCOE and Virtual are each collocation products as defined in the NP metric.  |
| Common Trunks            | A trunk accessible to a number of users (CLECs).  |
| Completion Date          | The date noted on the service order as the date that all physical work is completed as ordered.   |
| Complex Services         | For Retail and Resale, ISDN BRI and ADSL service. For UNE, 2 Wire Digital Services (2 wire digital loops and ISDN BRI switch ports), and 2 Wire xDSL Services (2 wire xDSL loops).  |
| Confirmation Date        | Date Local service request is confirmed   |
| Coordinated Cut over     | A coordinated cut-over is the live manual transfer of a BA end user to a CLEC completed with manual coordination by BA and CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.   |

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| CPE                  | Customer Premises Equipment   |
| Dedicated Trunks     | A trunk dedicated to one user (CLEC).   |
| Directory Assistance | Directory Assistance (DA) service provides CLEC end users access to Verizon directory assistance operators via 411 or (NPA) 555-1212 dialing  |
| Dispatched Orders:   | An order requiring the dispatch of a Bell Atlantic Field technician outside of a Bell Atlantic Central Office. Intervals differ by line size.   |
| Disposition Codes    | The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.   |
| EFF Date             | Effective date.   |
| Flow-Through Orders  | Orders received through the electronic ordering interface (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a BA service representative to type an order into the service order processor. |
| IXC Dedicated Trunk  | Interexchange Carrier's dedicated trunk.  |
| IXC Traffic          | Interexchange Carrier's traffic.  |
| LOCA                 | One termination point of a circuit.   |
| LOCZ                 | One termination point of a circuit.   |
| Loop Qualification   | Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN or xDSL services. A loop facility is the portion of the circuit between Verizon and the customer location.                                       |
| LSR                  | Local Service Request All requirements for the Local Service Request are listed under documentation on the Verizon WEB site: <a href="http://128.11.40.241/east/wholesale/customer_docs/master.htm">http://128.11.40.241/east/wholesale/customer_docs/master.htm</a>                                |
| LSRC                 | Local Service Request Confirmation All requirements for the Local Service Request Confirmation are listed under documentation on the Verizon WEB site: <a href="http://128.11.40.241/east/wholesale/customer_docs/master.htm">http://128.11.40.241/east/wholesale/customer_docs/master.htm</a>      |
| NA                   | This acronym is found on the Carrier to Carrier performance standards and reports. No Activity NA does not mean Not Applicable. It is to be used when no activity is reported.  |
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| NEF                  | No Existing Functionality - would be used for metrics such as MR-1-05, for Electronic Bonding, since the data for EB is non-existent.   |
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| No-Dispatch Orders   | Orders completed without a dispatch outside a Bell Atlantic Central Office. Includes orders with translation changes and dispatches inside a Bell Atlantic Central Office.  |

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| OSS  | <p>Operations Support Systems are the methods and procedures (mechanized or manual) which directly support the daily operation of the telecommunications infrastructure.</p> <p>Pre-Ordering:</p> <p>LiveWire – Provides address validation, telephone number selection, telephone number reservation, product and service availability, date due availability, and telephone number reservation maintenance; also used to determine if a loop is qualified for xDSL</p> <p>Business Office Support System ("BOSS") – Maintains retail customer service records</p> <p>PHOENIX – Used to determine if a loop is qualified for ISDN</p> <p>Beacon/Sober – Provides directory listing information</p> <p>Service Order Processor ("SOP") – Provides service order status</p> <p>Work Force Administration System ("WFA") – Provides service installation status information</p> <p>Ordering:</p> <p>Service Order Processor ("SOP") - Processes all service orders</p> <p>Provisioning:</p> <p>Service Order Analysis and Control (SOAC) – Acts as the central control system for other provisioning systems. SOAC analyzes the service order and creates and distributes messages for all affected provisioning systems in order to complete the provisioning process.</p> <p>LFACS – Inventories, maintains and assigns outside plant local loop facilities. For instance, LFACS responds to requests from SOAC for the assignment of facilities on new lines.</p> <p>Memory Administration for Recent Change History (MARCH) – Formats the switch translations and sends a message to turn on dial tone or to add, delete or change features on a telephone line.</p> <p>SWITCH – Inventories, maintains and assigns central office facilities. For example, it assigns the central office facilities that connect the outside plant to the central office switch.</p> <p>Trunk Inventory Record Keeping System (TIRKS) – Maintains inventory of interoffice transmission facilities, trunking facilities, and special services and interoffice trunking circuits and is the primary support system for the processing of those facilities and services.</p> <p>Work Force Administration System (WFA) – Provides dispatch requirements to technicians.</p> <p>Maintenance:</p> <p>Mechanized Loop Testing (MLT) – performs automatic testing of POTS lines</p> <p>DELPHI – integrated test and analysis system which interacts with MLT, Hekimian (React System) and RETAS</p> <p>Work Force Administration System (WFA) – coordinates and tracks the installation and maintenance activities for an entire circuit from the receipt of a work request to the completion of the request</p> <p>Loop Maintenance Operations System (LMOS) – automates the record keeping system for the repair operation</p> <p>StarMem – a specialized application that allows automatic feature updates to switches when a feature (such as Call Waiting or Call Forwarding) ordered by and billed to the customer is not active on the customer's line</p> <p>Hekimian (React System) – Provides for special services remote testing</p> <p>Billing:</p> <p>Customer Record Information System ("CRIS") – provides billing for retail products, resale products and some unbundled elements such as unbundled loops</p> <p>Carrier Access Billing System ("CABS") – provides billing for access services for transport and other carrier settlement functions and the remaining unbundled elements such as interoffice facilities, switching, and collocation</p> |
| Parity with BA Retail (CLEC to BA Trunks, and CLEC Trunks) | For CLEC to BA Trunks provided by BA to CLECs, and CLEC Trunks, "Parity with BA Retail" is determined by comparing BA's performance with regard to such trunks and facilities to BA's performance with regard to IXC Feature Group D trunks provided by BA to IXCs.   |
| PCD  | Post Completion Discrepancy is a service order request that fails the billing system edits. PCD's are used in th BI metrics   |
| PCT  | Percent   |
| PON  | Purchase Order Number: Unique purchase order number provided by CLEC to BA placed on Local Service Request ("LSR") or Access Service Request ("ASR") as an identifier of a unique order.  |
| POTS Platform  | Analog Plain Old Telephone Service  |
| POTS Services  | Post Completion Discrepancy is a service order request that fails the billing system edits. PCD's are used in th BI metrics   |
| Pre-Ordering   | Activities performed prior to placing an order.   |
| Projects   | Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA), or request out of the ordinary requiring special coordination, such as rearrangements, is considered a project. Projects are negotiated intervals within each product group. Negotiated intervals are listed under the product interval guide on the Verizon WEB site. <a href="http://www.bell-atl.com/wholesale/html/resources.htm">http://www.bell-atl.com/wholesale/html/resources.htm</a>   |

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| Reject   | An order is rejected when there are omissions of or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried. Reject reasons are listed on the Verizon WEB site <a href="http://128.11.40.241/east/wholesale/customer_docs/master.htm">http://128.11.40.241/east/wholesale/customer_docs/master.htm</a> under documentation. |
| RQ   | This acronym is found on the Carrier to Carrier performance standards and reports. Reported Quarterly RQ should be used for those months in a quarter where no data is available. Metrics reported quarterly would reflect two of three months as RQ. January and February would be RQ with actual quarterly data populated in March.  |
| RQ   | Reported Quarterly - should be used for those months in a quarter where no data is available. Metrics reported quarterly would reflect two of three months as RQ with actual quarterly data populated in March.  |
| Segment  | Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order. Any relation to segments are explained within the metric effected.   |
| SOP  | Service Order Processor ("SOP") - Processes all service orders. All references to SOP are noted within the metric effected   |
| Special Services                                       | Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, non-access service. Excludes trunks (CLEC to BA Trunks, CLEC Trunks, BA to CLEC Trunks). IOF and EEL are separately reported for provisioning.  |
| Stop Clock   | A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access. All time excluded is noted within the individual metric.  |
| Suspend for non-payment and associated restore orders. | Includes: (a) orders to suspend BA Retail customer service for non-payment and to restore service suspended for non-payment; and, (b) for Resale service, CLEC orders to suspend CLEC customer service for non-payment and to restore service suspended for non-payment, provided such orders are submitted to BA as orders to suspend for non-payment and restore service suspended for non-payment, pursuant to BA's CLEC suspend for non-payment service.   |
| Switch   | A mechanical, electrical or electronic device which opens or closes circuits, completes or breaks an electrical path or selects paths or circuits.   |
| TBD  | To be Determined - is used when the commission requires a metric and Verizon has not determined the level of effort needed to provide the data.  |
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| Test Orders  | Orders processed for "fictional" CLECs for BA to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL', 'NYNX', 'ZKPM', 'ZPSC', 'ZTKP', 'ZTPS', 'ZJIM'.  |
| Trunks   | CLEC to BA Trunks, CLEC Trunks and BA to CLEC Trunks, measured under these Carrier-to-Carrier Guidelines include only message trunks that carry local traffic. They do not include special access trunks provided under an access tariff, IXC dedicated trunks, or trunks carrying only IXC traffic.   |
| UD   | Under Development - means that the metric is officially Under Development as agreed upon in the implementation schedule with the commission and cannot or should not be attained.  |
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| UR   | Under Review - Metrics move from development to production. Once in production if data is suspected or deemed unreliable, the metric is made UR. Data is available for UR metrics, however, the data cannot immediately be proven reliable.  |
| UR   | This acronym is found on the Carrier to Carrier performance standards and reports. Under Review Metrics move from development to production. Once in production, if data is suspected or deemed unreliable, the metric is made UR. Data is available for UR metrics. However, the data cannot immediately be proven reliable.  |